

Austin Energy Online Performance Profile (Datasets as of 3-19-12)**Customer & Community Support**

- Austin 3-1-1 – number of calls answered, type of calls, number of service requests
- Austin Energy Regional Science Festival – expenditures, revenues, and sponsorships
- Budget Billing – levelized accounts per month and average levelized amount
- Community Sponsorships – sponsorship allocations and amounts
- Contact Center – number of calls answered, type of calls, average speed of answering calls
- Customer Satisfaction – overall satisfaction and satisfaction by residential, commercial, and Key Accounts
- Deferred Payment Agreements – average number of payment plans per month and total dollars represented per fiscal year
- Discount Program – average customers served, average household discount per month, average combined customer savings, and enrollment type (monthly data also provided)
- Free Weatherization Program – number of homes weatherized each fiscal year
- Hearings – number of hearings by type of utility service
- Holly Good Neighbor Program – funding allocations for program
- Medically-Vulnerable Program – number of households served
- Payment Methods – percentage break down of utility bill payment methods
- Plus 1 Fund – funding sources, dollars dispersed and households served by month
- Transaction Fees

Electric System

- Electric System Equipment – miles of lines, number of substations, and number of streetlights
- Line Clearance – miles trimmed, number of properties affected, number of refusals, customer survey results following tree trimming
- Power Pole Accidents – number of poles hit and cost of repair or replacement
- System Reliability – SAIFI/SAIDI/SATLPI

Energy Efficiency & Conservation

- Energy Conservation Audit and Disclosure Ordinance – audit results for single-family, multi-family, and commercial buildings
- Energy Efficiency Annual Energy Savings – in mWh
- Energy Efficiency Avoided Emissions
- Energy Efficiency Peak Demand Reduction
- Energy Efficiency Program Expenditures
- Energy Efficiency Program Participation
- Energy Efficiency Rebates and Loans – rebate dollars, number of rebates, dollars/kWh, dollars/kWh with Green Building, cents per kWh, and cents per kWh with Green Building

- Electric Vehicles – Public EV charging station locations, number of stations planned, and number of stations installed as of December 2011
- Free Thermostat Program – cycling days and times
- Free Weatherization Program – number of homes weatherized each fiscal year
- Grants – all grants received from 2006 to present, name of grantor, and amount of grant award
- Green Building Education – participation numbers for Green Building education programs
- Green Building Energy Code Compliance – number of permits, kW savings, and kWh savings
- Green Building Commercial and Multi-Family – various savings for commercial and multi-family
- Green Building Commercial Ratings – list of all GB commercial properties and their ratings
- Green Building Multi-Family Ratings – list of all GB multi-family properties and their ratings
- Green Building Single-Family – number of rated homes and energy savings
- Refrigerator Recycling Program – number of freezers/refrigerators recycled, mWh savings, steel in pounds, refrigerants in pounds, and CO2-equivalents
- Solar for Schools – list of schools with solar installations, AE cost, grant funds, system size and estimated annual production
- Solar on City Facilities – list of City locations with solar installations including address and year built
- Solar Rebate Program – comprehensive list of solar rebates calculated in MW-AC and MW-AC with T&D savings

Energy Use and Sales

- Customers – description of types of customers and number of each type by fiscal year
- Multi-Family Usage by kWh – number of premises, average annual kWh, average summer kWh, total annual kWh, and total summer kWh
- Rates – Cents per kWh
- Residential Average Monthly kWh and Bills
- Residential Bill Comparisons – shown against Corpus Christi, Houston, Dallas, and CPS
- Residential Consumption by Zip Code – for FY 2010
- Sales – kWh by Customer Class
- Sales - % of mWh by Customer Class
- Sales – Revenue by Customer Class
- Sales - % of Revenue by Customer Class
- Summer Residential Usage by kWh - number of premises, average annual kWh, average summer kWh, total annual kWh, and total summer kWh
- System Peak Demand – annual peak demand and days set

Finance

- Bad Debt Expense – bad debt as a percentage of total revenue
- Bond Ratings – ratings from Fitch, Inc.; Moody's Investors Service, Inc.; and Standard and Poor's
- Capital Improvement Projects (CIP) and Operation and Maintenance (O&M) Expenditures – actual expenditures

- Debt Service Coverage – debt-to-equity; debt service coverage; revenue bonds; commercial paper; and % short term
- Disconnects for Non-Pay – total number of disconnects for non-pay per fiscal year
- General Fund Transfer – GFT budget per fiscal year, GFT allocations broken down
- Operating Budget – total available funds, total requirements, and excess/deficiency
- Plant Assets – total plant assets per fiscal year

Power Supply

- Carbon Intensity – AE's system average carbon intensity in pounds of CO₂-equivalents/kWh
- Emissions by Plant – total CO₂ stack emissions from owned generation in metric tonnes
- Equivalent Availability Factor – EAF percentages for units at STP, FPP, Sand Hill, and Decker
- Fuel Charge – fuel price in cents/kWh for system, secondary, primary, and transmission
- Fuel – Costs by Type and Percentage
- Generation by Fuel Type
- GreenChoice® - break down of batch subscriptions for FY 2010, total GreenChoice® sales by fiscal year, total renewable energy purchased annually, renewable energy to Fuel Charge
- Heat Rate – system annual average heat rate (BTU/net kWh)
- On-Site Energy Resources – district energy and Combined Heat and Power (CHP) plant systems including year installed, fuel type, and name plate rating
- Plant Assets - total plant assets per fiscal year
- Power Plants – natural gas, nuclear, and coal plant systems including year installed, fuel type, and name plate rating
- Purchase Power Agreements - agreement type, capacity, term, duration, expiration, and location
- Renewable Resources – renewable energy production as a percentage of total annual energy use and cumulative installed solar rooftop and wind power
- System Fuel Cost Average – system annual average fuel cost in cents per kWh (fuel/kWh)
- System Production Cost – system annual average production cost (includes fuel plus operations and maintenance)

Quick Facts

- Bond Ratings
- Customers
- Electric System Equipment
- Employees
- Generation by Fuel Type
- Operating Budget
- Plant Assets
- Service Area and Size